

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application.

Listing of Claims:

1. (Currently Amended) An appointment setting system for assigning a service order to a network resource, comprising:

an appointment negotiator operative to

receive a service order from a customer, the service order comprising a requested appointment time; and

deliver an appointment confirmation and an appointment rejection to the customer;

a dispatch database operative to maintain a dispatch database record of appointments previously assigned to a network resource; and

an appointment control system operative to

receive the service order from the appointment negotiator;

determine whether the network resource can fulfill the service order; and

assign a requested appointment associated with the service order to the network resource and send an appointment confirmation to the appointment negotiator, in response to a determination that the network resource can fulfill the service order;

determine whether a change has occurred to the dispatch database record associated with the network resource;

determine whether the change affects the appointment associated with the service order, in response to a determination that a change to the dispatch database record associated with the network resource has occurred;

determine whether another network resource is qualified to fulfill the service order and is available at the requested appointment time, in response to a determination that the change affects the appointment associated with the service order;

notify the appointment negotiator to reschedule the service order, in response to a determination that the another qualified network resource is not available to fulfill the service order at the requested appointment time, wherein the appointment negotiator contacts the customer to reschedule the service order at an alternative appointment time; and

automatically reassign the requested appointment associated with the service order to the another network resource in order to fulfill the requested appointment at the alternative appointment time, in response to notifying the appointment negotiator to reschedule the service order and the appointment negotiator contacting the customer ~~a determination that the change to the dispatch record associated with the network resource affects the appointment associated with the service order, and a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order.~~

2. (Original) The appointment setting system of Claim 1, wherein the appointment control system is a computer-implemented system that is electronically accessible by the appointment negotiator.

3. (Original) The appointment setting system of Claim 1, wherein the dispatch database record is an electronic record comprising a network resource schedule.

4. (Original) The appointment setting system of Claim 1, wherein the dispatch database record is an electronic record comprising a set of tasks to which the network resource can be assigned.

5. (Currently Amended) The appointment setting system of Claim 1, wherein the dispatch database further comprises appointments assigned to the another network resource.

6. (Previously Presented) The appointment setting system of Claim 1, wherein the appointment control system is further operative to deliver the appointment

rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order.

7. (Canceled)

8. (Previously Presented) The appointment setting system of Claim 1, wherein the appointment control system is further operative to automatically transmit the appointment rejection to the appointment negotiator, in response to a determination that the change in response to a determination that the change affects the appointment confirmation.

9. (Canceled)

10. (Original) The appointment setting system of Claim 1, wherein the appointment control system is further operative to receive the service order from a third party through a third party gateway.

11. (Currently Amended) A method for setting an appointment, the method comprising:

- receiving a service order from an appointment negotiator, the service order comprising a requested appointment time;
- determining whether a network resource can fulfill the service order;
- sending an appointment rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order;
- sending an appointment confirmation to the appointment negotiator and assigning a requested appointment associated with the service order to the network resource for completion of the requested appointment, in response to a determination that the network resource can fulfill the service order;
- updating a dispatch database to reflect a reduction in a capacity value

associated with the network resource, in response to sending the appointment confirmation;

determining whether availability of the network resource has changed;

if the availability of the network resource has changed, then determining whether the change affects the appointment associated with the service order;

if the change affects the appointment associated with the service order, then determining whether another network resource is qualified to fulfill the service order and is available at the requested appointment time;

if the another qualified network resource is not available to fulfill the service order at the requested appointment time, then notifying the appointment negotiator to reschedule the service order, wherein the appointment negotiator contacts a customer requesting the service order to reschedule the service order at an alternative appointment time; and

if the change in the availability of the network resource affects the appointment associated with the service order, then automatically reassigning the appointment to the another network resource to fulfill completion of the requested appointment in response to notifying the appointment negotiator to reschedule the service order and the appointment negotiator contacting the customer a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order.

12. (Currently Amended) The method of Claim 11, wherein the service order comprises the requested [[an]] appointment time, an appointment location, and a service task.

13. (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch database to determine whether the network resource is qualified to perform the service task.

14. (Currently Amended) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch database to determine whether the network resource can be near the appointment location approximately at the requested appointment time.

15. (Currently Amended) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch database to determine whether the network resource is committed to another service order at the requested appointment time.

16. (Currently Amended) The method of Claim 11, wherein updating a dispatch database to reflect a reduction in a capacity value associated with the network resource comprises modifying a dispatch database record to indicate a commitment of the network resource to perform the service task at the requested appointment time and at the appointment location.

17. (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order includes checking a dispatch database record associated with the network resource.

18. Canceled

19. Canceled

20. (Previously Presented) The method of Claim 11, further comprising delivering the appointment rejection to the appointment negotiator, in response to a determination that the change affects the appointment associated with the service order.

21. (Original) The method of Claim 11, further comprising receiving the service order from a third party, via a third party gateway.

22. (Currently Amended) A method for setting an appointment, the method comprising:

- receiving a service order from an appointment negotiator, the service order comprising a requested appointment time;
- determining whether a network resource can fulfill the service order, by checking a dispatch database record associated with the network resource;
- sending an appointment rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order;
- sending an appointment confirmation to the appointment negotiator, in response to a determination that the network resource can fulfill the service order according to a requested appointment time;
- assigning the appointment to the network resource based on the requested appointment, wherein the appointment is scheduled for the network resource;
- updating the dispatch database record to reflect the assignment of the appointment to the network resource, in response to sending the appointment confirmation;
- determining whether a change has occurred to the dispatch database record;
- determining whether the change affects the appointment, in response to a determination that the change has occurred to the dispatch database record;
- determining whether another network resource is qualified to fulfill the service order and is available at the requested appointment time, in response to a determination that the change affects the appointment associated with the service order;
- notifying the appointment negotiator to reschedule the service order, in response to a determination that the another qualified network resource is not available to fulfill the service order at the requested appointment time, wherein the appointment negotiator contacts a customer requesting the service order to reschedule the service order at an alternative appointment time; and
- automatically reassigning the appointment to the another network resource to fulfill the requested appointment at the alternative appointment time, in response to notifying the appointment negotiator to reschedule the service order and the appointment

~~negotiator contacting the customer a determination that the change affects the appointment, and a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order.~~

23. (Previously Presented) The appointment setting system of Claim 1, wherein if the appointment cannot be reassigned, rescheduling the service order.

24. (Previously Presented) The method of Claim 11, wherein if the appointment cannot be reassigned, rescheduling the service order.